# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:6352
ANSWERED ON:08.05.2002
MTNL MOBILE SERVICES
SADASHIVRAO DADOBA MANDLIK;SUKDEO PASWAN

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) the number of mobile telephones released by MTNL during 1999, 2000 and 2001, scheme-wise and year-wise;

(b) the number of complaints received from the consumers for defective service during the said period; and

(c) the steps taken by MTNL to improve the service?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) The Cellular Mobile Service of MTNL, was started in Delhi and Mumbaiin February 2001. The number of Cellular Mobile Telephones released during the last two years are as under;

| Year | Delhi | | | Mumbai | | |
|---|---|---|---|---|---|---|
| | With Scheme | Without Scheme | Total | With Scheme | Without Scheme | Total |
| 2000-01 | Nil | 10211 | 10211 | Nil | 8032 | 8032 |
| 2001-02 | 56836 | 32768 | 89604 | 71359 | 36957 | 108316 |

The Scheme-wise break up is an under:

| Delhi | | | Mumbai | | |
|---|---|---|---|---|---|
| Scheme Period | | Number of Booking | Scheme Period | | Number of Booking |
| 30.08.2001 | to 10371 | | 23.07.2001 | to 6614 | |
| 22.09.2001 | | | 04.08.2001 | | |
| 15.11.2001 | to 21722 | | 08.10.2001 | to 15446 | |
| 10.12.2001 | | | 31.10.2001 | | |
| 08.03.2002 | to 24743 | | 13.11.2001 | to 33644 | |
| 28.03.2002 | | | 10.12.2001 | | |
| 08.03.2002 | to 15655 | | | | |
| 28.03.2002 | | | | | |

(b) The number of complaints received during 2000-2001 and 2001-2002 are as under:

| Year | Delhi | Mumbai |
|---|---|---|
| 2000-2001 | 1321 | 632 |
| 2001-2002 | 15496 | 16046 |

(c) The following steps have been taken by MTNL to improve the service:

i) Installation of additional Base Stations (BTS) to improve Radio Frequency (RF) coverage in Delhi and Mumbai area.

ii) Extending the service to satellite towns of Delhi viz. Noida, Ghaziabad, Faridabad and Gurgaon and two adjoining towns of Mumbai viz. Kalayan and Dombivilli by installing 66 and 26 BTS respectively.

iii) RF optimization of the network in both the cities.
iv) Implementation of National Roaming all over the country.
v) Improving help desk.
vi) Introduction of Value Added Services.
vii) Improving the existing billing system.